

CAREER OPPORTUNITY ANNOUNCEMENT

AREA DIRECTOR

BALTIMORE, MD



El Cap is one of the largest operators of indoor climbing facilities with 11 gyms in 5 states under the brand names of either Earth Treks or Planet Granite. We're expanding and looking for motivated individuals interested in growing with our company. When our staff aren't outside adventuring or training in the gym, they are sharing their passion for climbing with our amazing members. Presently, we can be found in greater Washington D.C., San Francisco, Denver, Baltimore and Portland.

JOB SUMMARY

The Area Director is primarily responsible for overseeing the gyms in their area. This includes ensuring operational consistency and effectiveness, alignment with the company goals, team members are supported and upholding our Core Values, and we are providing an excellent member and team member experience. Area Directors will provide clear direction, perspective and feedback on daily happenings, be a conduit for information between their area and El Cap and provide mentorship to staff.

The Area Director will report to the VP Operations East and will be based out of the gyms in their area. Your area may restructure with the company's growth.

The ideal candidate will have experience running a fast-paced, high volume gym, will have a balance of great customer service and leadership skills, as well as excellent administrative abilities. Proven success in developing and managing a high performing team in a fast-paced environment and the ability to see the big picture as well as the everyday details are essential to be a successful Area Director. We're looking for someone who can be part of a highly collaborative team, but also think and execute independently.

JOB RESPONSIBILITIES

- Provides leadership and direction to all directors, and through them, climbing center team members in alignment with our mission, vision and values.
- Recruits, hires, develops and mentors service-oriented, collaborative, passionate team of leaders.
- Manages the operations and budget for their area and the gyms contained within.
- Manages change by initiating and implementing processes, protocols and procedures to ensure the gyms run in an effective and service-oriented manner while meeting financial goals.
- Establishes regular communication channels to ensure effective two-way communication.
- Ensures the director teams are supported and through them, the gym runs smoothly: all administrative needs are met and all team members are trained and supported, and our members and guests' experience is awesome.
- Works proactively to build relationships in the community to drive membership growth and retention.
- Leads by example, connecting with directors and staff, and has a regular presence in the gyms in their area.

JOB REQUIREMENTS

- Prior experience managing a high performing climbing center including direct supervision of a large team.
- Knowledge of climbing center operations including retail, routes and programming.
- Demonstrated relationships within the climbing community and the ability to leverage those relationships to build a strong community in the gym.
- Embodies the mission, vision and values and is able to foster this sense of culture in all team members.
- Works 1 weeknight per week til 9pm and two weekend days per month, plus able to flex schedule to attend events or be where needed and has a presence with team members.
- Ability to build a strong community and develop future leaders.
- Ability to work independently and juggle competing priorities, while ensuring actions are aligned with company goals.
- Ability to solve problems and handle difficult situations with sound judgment.
- Proficient in organizational tools such as web-based applications, MS Office and POS tools.
- Able to travel weekly between the gyms in their area and have a flexible schedule.

ADDITIONAL INFORMATION

This position is a full-time, exempt position with flexible time off, health insurance benefits, and 401k.

TO BE CONSIDERED

Please email a climbing and industry specific resume and cover letter by Friday August 16th, 2019.

Katrina Papavasiliou

VP OPERATIONS EAST

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El Cap is an Equal Opportunity Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender, age, religion, disability, sexual orientation, veteran status or marital status.